



CALIFORNIA STATE CONTROLLER'S OFFICE
Departmental Promotional Spot Examination
Office Services Supervisor II (General) (Exam ID: 6CO24)
MONTHLY SALARY RANGE
\$3,180.00-\$3,982.00

***Note:** The salaries used in this bulletin are the latest available from the State Controller's Office, but may not reflect all of the pay raises granted recently. You should verify the salary levels with the department personnel office before making any commitments.*

Bulletin Release Date	12/05/2016
Final Filing Date	12/30/2016.
Who May Apply	<p>This is a Departmental Promotional Spot examination for the State Controller's Office. Applicants must:</p> <ol style="list-style-type: none">1) Have a permanent civil service appointment with the State Controller's Office as of the final filing date in order to participate in the examination; or2) Have been employed with the State Controller's Office within the last three years, without a break in State civil service; or3) Be a current or former employee of the Legislature for two or more years as defined in Government Code §18990; or4) Be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code §18992; or5) Be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code §18991. Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Examination Application (STD. 678).
Filing Instructions	<p>Applications (STD 678) must be <i>postmarked or received no later than the final filing date</i>. Applications postmarked, received via inter-office mail, or personally delivered after the final filing date will not be accepted. Faxed or emailed applications will not be accepted. <i>The examination title must be indicated on the application.</i></p> <p>*File by Mail: State Controller's Office HR – Examination Unit P.O. Box 942850-5877 Sacramento, CA 94250-5877 Attn: Christiane van Eyken</p> <p>*File in Person: State Controller's Office HR – Examination Unit 300 Capitol Mall, Suite 300 Sacramento, CA 95814 Attn: Christiane van Eyken</p> <p><i>*Candidates are responsible for obtaining proof of mailing or submission of their application to the Examination Unit.</i></p>
Special Testing Arrangements	<p>If you have a disability and wish to participate in one of our testing services, programs, or activities and require a specific accommodation, please mark the appropriate box for Question #2 on the Examination Application form STD678. You will be contacted to make specific arrangements. TDD users may contact the California Relay Service TDD line at 1-800-735-2929, Voice Line at 1-800-735-2922.</p>
Identification for Examination	<p>Accepted candidates are required to bring their Notice to Appear <i>and</i> either a photo identification card or two forms of signed identification to each phase of the examination.</p>

**Requirements for
Admittance into the
Examination**

All applicants must meet the education and/or experience requirements for this examination by the final filing date advertised in this bulletin. Your signature on the application indicates that you read, understand, and possess the minimum qualifications required and that the information provided is true and complete to the best of your knowledge.

All applications must include: “to” and “from” dates (month/day/year), time base, civil service or private sector titles, the duties performed, and an original signature. Applications received without this information will be rejected.

Note: Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as “Either I,” “or II,” “or III,” etc. For example: Candidates, who possess qualifying experience amounting to 50% of the required time of Pattern I *and* additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements.

**Minimum
Qualifications**

Either I

One year of experience in California state service performing duties of a class with a level of responsibility equivalent to Office Technician.

Or II

Three years of clerical experience, at least one year of which shall have been in a responsible position performing a variety of difficult clerical work or supervising the work of a small group of employees. (Experience in the California state service applied toward the specialized one-year requirement must be performing duties of a class with a level of responsibility equivalent to Office Technician.)

Click on the link below to review the CA State Personnel Board class specification that contains the requirements for admittance to the exam:

<https://hrnet.calhr.ca.gov/CalHRNet/SpecCrossReference.aspx?ClassID=1150>

**Examination
Information**

It is anticipated that the examination will be given in February/March 2017.

This examination will consist of a Modified Qualification Appraisal Panel (ModQAP) Examination. Accepted candidates will use computers to type their responses to a set of pre-determined, job-related questions with set responses. The examination will not consist of multiple choice questions.

This examination will be weighted 100%. In order to obtain a position on the eligible list, a minimum score of 70% must be attained.

Note: If conditions warrant, this examination may utilize an evaluation of each candidate’s experience and education compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out his/her application. List all experience relevant to the “Minimum Qualifications” shown on this bulletin, even if that experience goes beyond the seven-year limit printed on the application. Supplementary information will be accepted, but read the “Minimum Qualifications” carefully to see what kind of information will be useful to the staff doing the evaluation.

**Eligible List
Information**

A Departmental Promotional spot eligible list will be established for the State Controller’s Office in Sacramento County. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

Position Statement

The Office Services Supervisor Consolidated Series includes three levels of classes that train, plan, organize, and direct a staff of clerical employees who perform a variety of general office and related clerical support tasks, including functions as typing, stenography, filing, accounting, cashiering, statistics and others.

Office Services Supervisor II is the first full supervisory level. Under general direction, incumbents plan, organize, and direct the work of a medium-sized group engaged in difficult clerical work.

The scope of the duties supervised by incumbents in the general classes include: receptionist and secretarial support; typing and word processing support; mail and document receiving and distribution; filing and records management; document preparation and review; composition of letters, procedure manuals and reports; gathering and giving of information over the telephone or by personal contact; statistical, financial, and other record-keeping functions; cashiering; and ordering and maintaining supplies and equipment.

**Knowledge, Skills,
and Abilities****Knowledge of:**

1. Office methods in order to function in the office environment.
2. Office equipment computer software/programs, fax machines, copies, print in order to process documents and forms.
3. Principles and techniques of effective supervision in order to train, plan, organize, and direct staff and to ensure work place compliance with Federal and State personnel guidelines.
4. Microsoft Office application in order to prepare and review reports, resolve workflow and backlog problems, and input and analyze data.
5. Statistical data analysis to calculate arithmetical computations.

Ability to:

1. Perform difficult clerical work in order to review the work of others and support the unit.
2. Follow oral directions in order to ensure work is completed accurately.
3. Follow written directions in order to ensure work is completed accurately.
4. Evaluate situations accurately and to take effective action.
5. Read English at a level required for successful job performance.
6. Write English at a level required for successful job performance.
7. Make clear and comprehensive reports to record and communicate information accurately.
8. Interact tactfully with internal and external customers in order to resolve issues.
9. Apply State and Federal laws, rules, and regulations to ensure the policies and procedures are followed.
10. Apply State Controller's Office policies and procedures to ensure rules and regulations are followed.
11. Prepare correspondence utilizing a wide knowledge of vocabulary.
12. Communicate effectively in order to provide accurate information to internal and external customers.
13. Plan and organize the work of others in order to train staff and ensure staff operates within policies and procedures.
14. Organize, supervise the work of others in order to train staff, and ensure staff operates within policies and procedures.
15. Direct and supervise the work of others in order to train staff, and ensure staff operates within policies and procedures.
16. Effectively contribute to State Controller's Office, Equal Employment Opportunity programs objectives.
17. Work independently at a level required for successful job performance.
18. Modify established procedures and methods to meet changing needs.
19. Supervise the work of a medium-sized group.
20. Use Microsoft Office applications to ensure work is completed accurately.
21. Perform statistical data analysis to verify the application and accuracy of data.
22. Perform statistical data analysis to verify the application and accuracy of data.

Veterans' Preference

Veterans' Preference credits will not be granted in the examination as it does not meet the requirements to qualify for Veterans' Preference credit.

Career Credits

Career Credits will not be added to the final score of this examination.

Contact Information

For more information regarding this examination, please contact the Examination Analyst Christiane van Eyken at 916-324-6401.

General Information

For an examination *without* an advertised examination date, it is the candidate's responsibility to contact the State Controller's Office Examination Unit, (916-324-0811), three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of examination fails to reach him/her 3 days prior to their scheduled examination date due to verified postal error, the candidate will be rescheduled upon written request.

Examination Locations: Examinations will be administered in locations deemed appropriate for the examination type and in accordance with the candidate pool and departmental resources. Examinations may not be administered in all areas. Candidates may be asked to travel to the nearest examination location at their own expense.

Applications are available at <https://jobs.ca.gov/Public/StateForms.aspx>, CA Department of Human Resources (CalHR) offices, local offices of the Employment Development Department (EDD), and the State Controller's Office.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in this examination will be compared with the performance of the others who take this examination, and all candidates who pass will be ranked according to their scores.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) Sub-Divisional Promotional, 2) Departmental Promotional, 3) Multi-Departmental Promotional, 4) Servicewide Promotional, 5) Departmental Open, and 6) Open. When there are two lists of the same kind, the older list must be used first. Eligible lists will expire 12 months after established unless the needs of service and conditions of the list warrant a change in this period.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Promotional Examination Only: Competition is limited to employees who have a permanent civil service appointment and military veterans who meet all the minimum qualifications. Under certain circumstances other employees may be allowed to compete under provision of Rules 234, 235 and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices, at State Personnel Board office, or <http://www.jobs.ca.gov>.

The State Controller's Office reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

TDD is Telecommunication Device for the Deaf and is reachable only from phones equipped with a TDD Device
California Relay Telephone Service for the deaf or hearing impaired
From TDD Phones: 1-800-735-2929
From Voice Phones: 1-800-735-2922

Upon request, this document can be produced in Braille or large print.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.